

Air Force Materiel Command

War-Winning Capabilities • On Time • On Cost

Family Support

Center

Air Force One

Source

August 2004

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U.S. AIR FORCE

Integrity - Service - Excellence

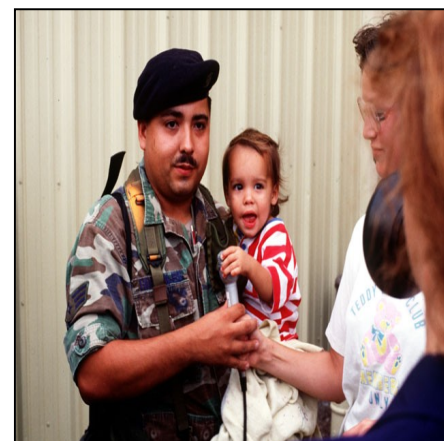
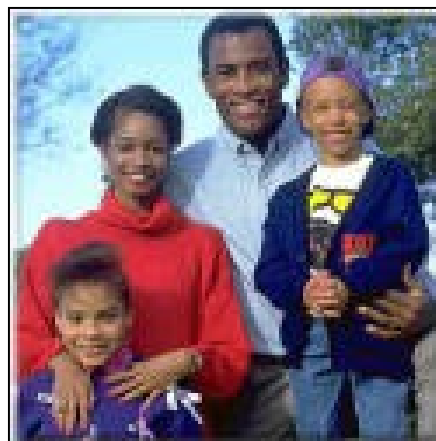


Air Force Families



AFMC

- **Air Force “Family”**
 - **Military members, both single and married**
 - **Includes AD, Reserve, Guard, retired**
 - **Military family members**
 - **Civilian employees**
 - **Civilian Family Members**





Air Force Families



AFMC

- **AFMC Spouses in the Work Force**
 - **75% of Enlisted Spouses**
 - **65% of Officer Spouses**
- **Reasons for Work**
 - **Need Money for Basics**
 - **Saving for Future**
 - **Extra Money to Use Now**





Issues Impacting Airmen & Families



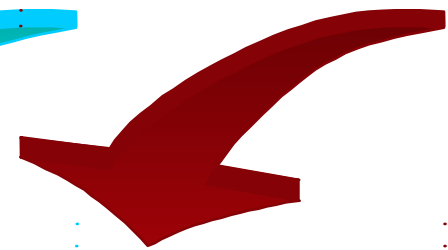
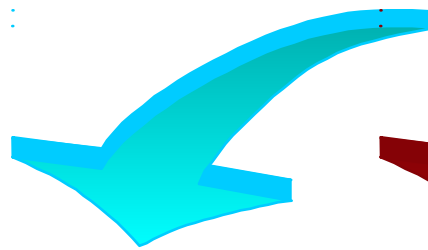
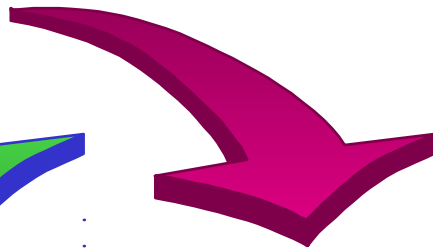
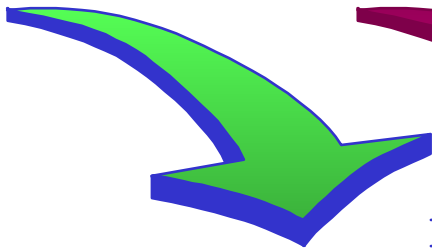
AFMC

**Family
Separations**

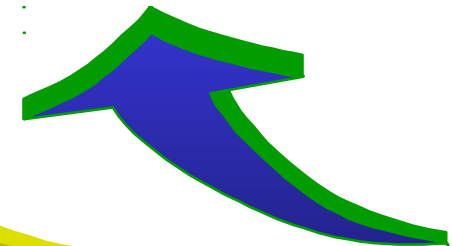
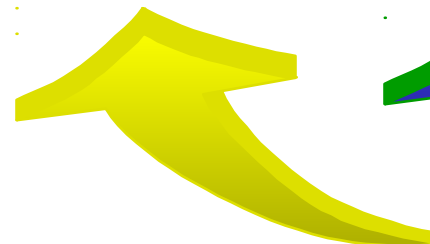
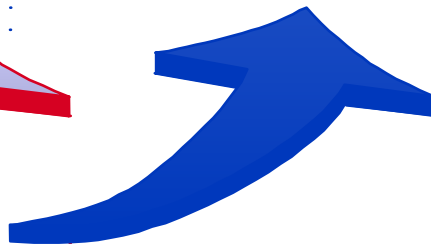
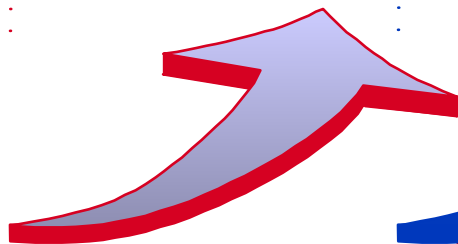
**Frequent
Moves**

**Spouse
Employment**

**Operations
Tempo**



Mission Impact



**Financial
Challenges**

**Changing
Schools**

**Family
Issues**

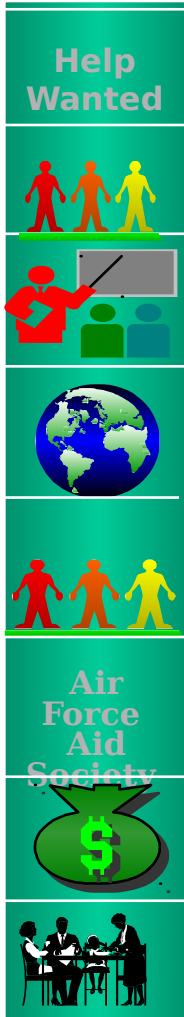
Job Stress



Traditional FSC Services



AFMC



- **Family Readiness**
- **Career Assistance**
- **Family Life Education**
- **Personal Financial Management**
- **Relocation Assistance**
- **Transition Assistance**
- **Volunteer Resource Management**
- **Information and Referral**
- **Air Force Aid Society**



FSC Transformation



AFMC

- Imperatives for Change and Objectives
 - Better ways of providing support to airmen and families is essential
 - Smaller budgets; less manpower
 - Need for consultation with leadership
 - Ensure programs and services meet needs
 - Increase Community Capacity
 - Enhance collaborative service delivery
 - Build community-centered versus activity-based family support
 - Exploit technology to reach the Total Force
 - Move service delivery "from Tail to Tooth"





FSC Transformation



AFMCC

- Need for a more agile, flexible response to customer needs
- Each unit will have a work life consultant liaison
- Work/Life Consultant Model based on Community Capacity Theory
- FSC will retain Subject Matter Experts (SMEs); SMEs will consult with units on complex issues



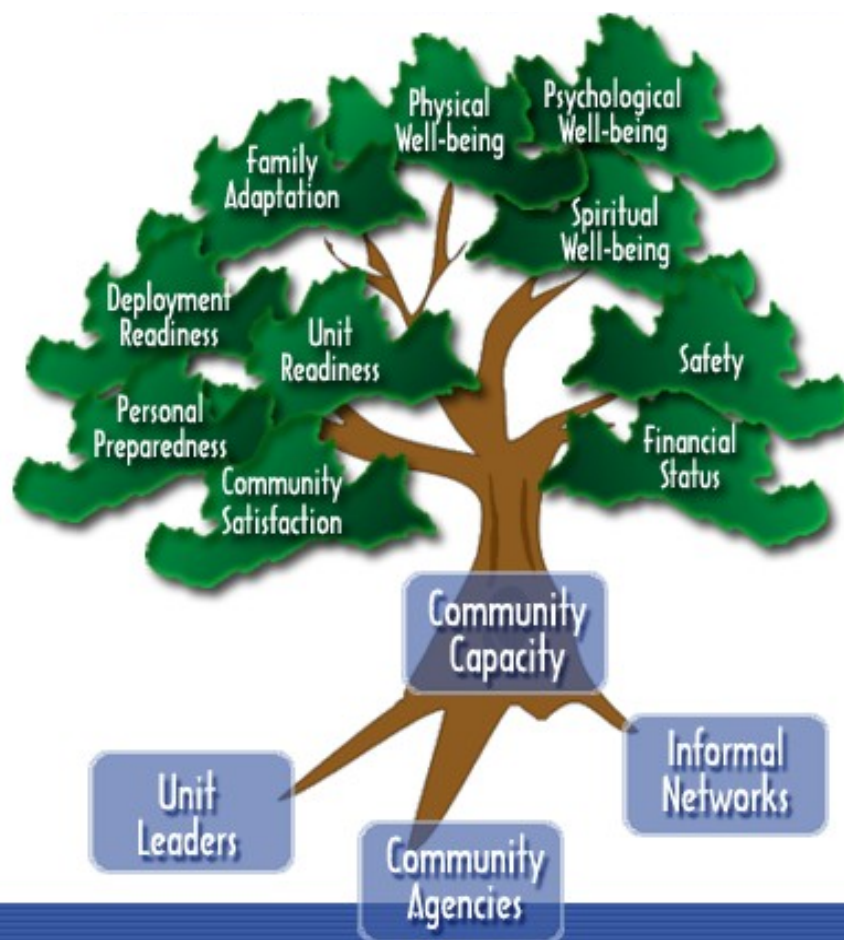


FSC Transformation



AFMC

Foster leadership that understands the connection between
strong families, strong communities, strong Air Force





PFMP



AFMC

- Level of financial readiness and financial fitness of junior enlisted a Congressional interest item
 - AF debt reduction programs have targeted concerns
 - Save security clearances
 - Prepare Total Force members and their families for retirement
 - Oversee consumer advocacy programs and services that defend against high interest loans





PFMP



AFMC

- AF recognizes need for proactive training plan throughout the military lifecycle
 - AF has FSC at each base with <500 active duty
 - Cumulatively provide over 100K personal financial counseling sessions each year
 - Basic Military Training (BMT): averages two hours, stresses lifecycle financial planning
 - Technical Training: averages two to four hours of subsequent financial training





PFMP



AFMC

- Seminars
 - Career Status Bonus Decisions
 - Thrift Savings Plan for Military
 - Budgeting and Checkbook Maintenance
 - Getting Out of Debt
 - Buying Homes/Cars/Insurance
 - Investment Basics
- One-on-one financial assistance
- Feedback when CC or First Sgt refers



Family Readiness



AFMCC





Standardized Programs/Services



AFMCC

- **Minimum standards:**
 - **Pre-deployment education**
 - **Deployment guides/information**
 - **Email connectivity**
 - **Via TV phone connectivity**
 - **Morale calls**
 - **Outreach to families**
 - **Needs assessments and information and referral**
 - **AFAS programs**
 - **Spouse support groups**
 - **Reunion briefings/education**





Types of Separations



AFMC

- **Deployments**
- **Extended TDYs**
- **Schools**
- **Remote assignments**
- **NEOs/Repatriations**





Deployment Support



AFMC



Pre-Deployment Briefings



Support During Deployment



Reunion



Natural Disasters and Mass Casualty



AFMC





Crisis Support



AFMC

- **Pre-crisis Planning and Preparation**
- **Initial Response to Crisis**
- **Assistance to Affected Parties**
- **Long-term Assistance**





Repatriation



AFMC

- **Repatriation/Evacuation assistance**
 - **Assist & track families evacuated due to civil unrest and violence**
 - **Minimizes stress, turmoil and uncertainty**
 - **Families are met at embarkation point**
 - **Support coordinated with FORSCOM & Air Force Personnel Center**
 - **Families Assisted With**
 - **Filing travel vouchers**
 - **Submitting special pay/allowance forms**
 - **Enrolling in support programs**
 - **Understanding entitlements**





Repatriation (Cont'd)



AFMCC

- **Repatriation operations & SECDEF authorized departures**

- **FSCs Involved**

- **Incirlik/Izmir**
 - **Russia/Ukraine**
 - **Tel Aviv, Jerusalem**
 - **Albania**
 - **Indonesia, Jakarta**
 - **Kuwait**
 - **Saudi Arabia**
 - **Afghanistan Region**
 - **Yemen**





USAF Military Personnel Deployed

In Support of Global Operations

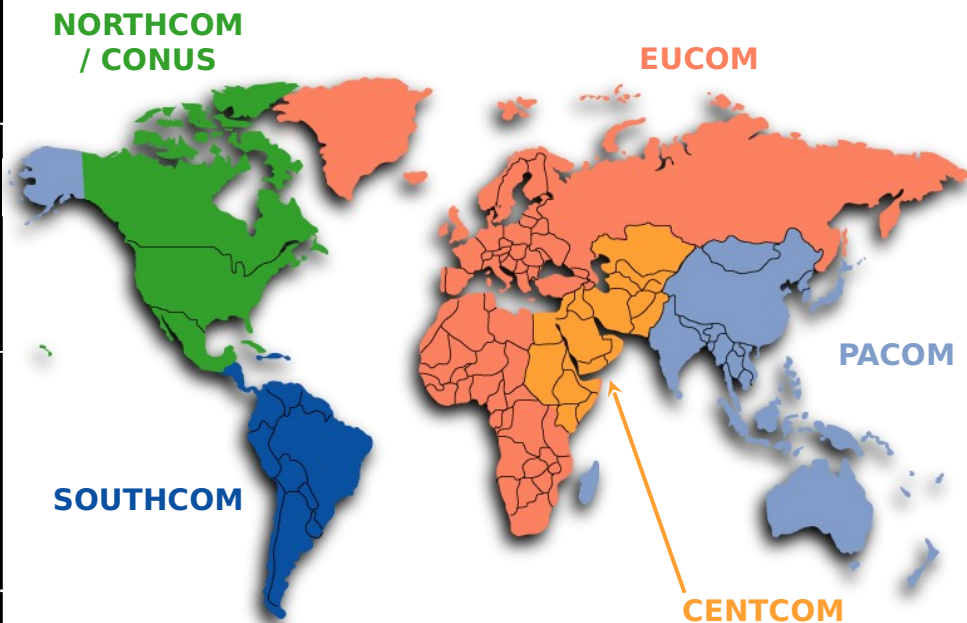
<u>NORTHCOM AOR / CONUS</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	19,193	304,242	102,161 72,782
Perm. Assigned	1		
Assigned Pers Deployed	24,411	16,696	5,284 2,431
Deployed Into/Within this AOR	1,128	485	549 94

<u>SOUTHCOR AOR</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	256	256	0 0
Perm. Assigned	1	1	0 0
Assigned Pers Deployed	353	224	125 4
Deployed Into/Within this AOR			

<u>EUCOM AOR</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	32,752	32,420	12 320
Perm. Assigned	1,833	1,832	0 1
Assigned Pers Deployed	1,693	684	618 391
Deployed Into/Within this AOR			

<u>CENTCOM AOR</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	297	294	0 3
Perm. Assigned	3	3	0 0
Assigned Pers Deployed	18,059	14,706	2,295 1,058
Deployed Into/Within this AOR			

<u>PACOM AOR</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	43,829	38,153	4,534 1,142
Perm. Assigned	2,670	2,566	70 34
Assigned Pers Deployed	1,978	1,711	232 35
Deployed Into/Within this AOR			



<u>USAF TOTALS</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	556,31	375,36	106,70 74,247
Perm. Assigned	9	5	7
Pers Deployed Worldwide	28,918	21,098	5,354 2,466

4 AUG 04



Air Force Aid Society



AFMC





Air Force Aid Society



AFMC

- **Official Charity of the USAF**
 - Has helped airmen and their families for 60 years
 - General & Mrs “Hap” Arnold envisioned the need during WWII
- **Increased Challenges to AF Members and their Families**
- **Society Remains Financially Strong**





Air Force Aid Society



AFMC

Total Assistance 2003

**\$12.2
M**

57%
Emergency

**\$6.9
M**

31%
Education



12%
Community

**\$2.8
M**

Over 30,000 Air Force members and their families received \$22.6M



Air Force Aid Society



AFMC

2003 Top 3 Purposes in AFMC



Vehicle Expenses:

Repair
Insurance
Purchases
Payments



Basic Living Expenses:

Food
Shelter
Utilities



Travel Expenses:

Emergency Leave
Non-Emergency
Leave
Carlson Wagonlit
Travel

AFMC Received \$2.5M in Total Assistance

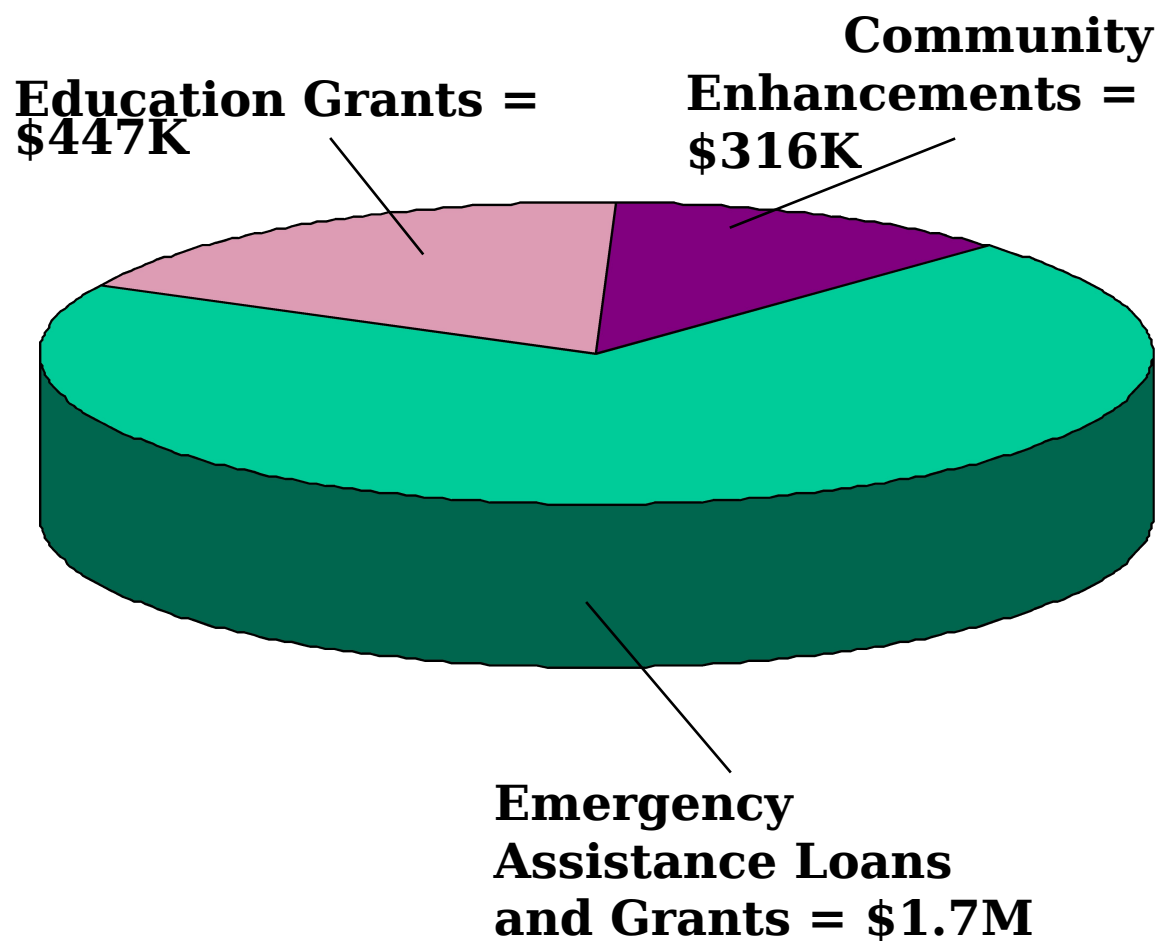


Air Force Aid Society



AFMC

Assistance Given to AFMC Air Force Aid Society Sections



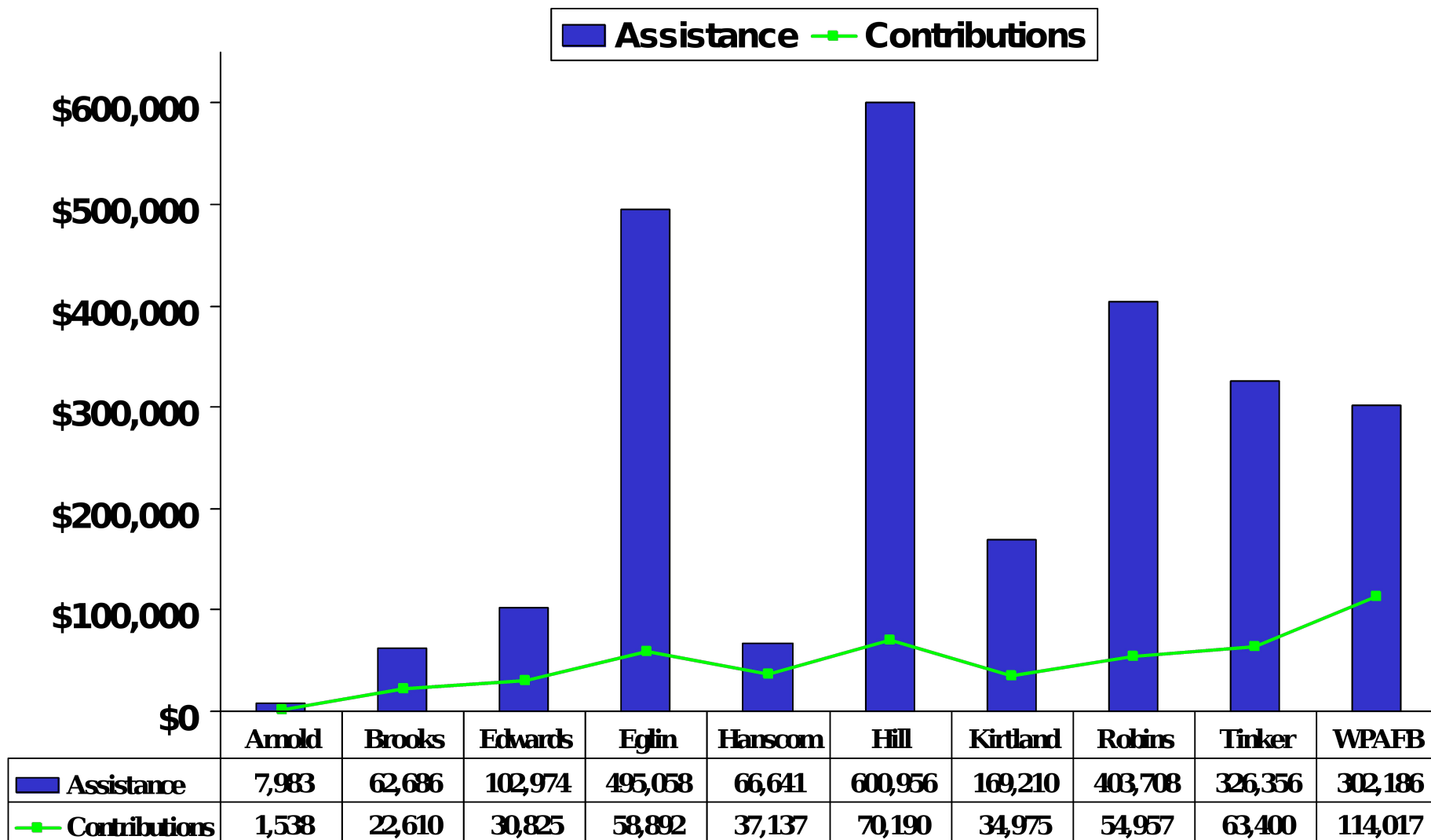


Air Force Aid Society

(2003 Base Statistics)



AFMC





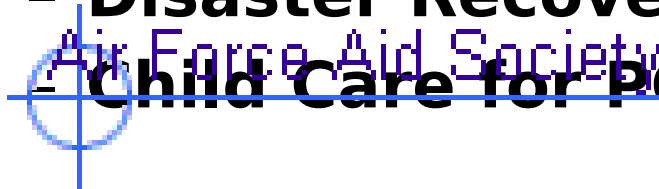
Air Force Aid Society



AFMC



- **Also offers several special needs programs:**
 - **Respite Care**
 - **Car Care Because We Care**
 - **Give Parents a Break**
 - **Bundles for Babies**
 - **Tuition Assistance**
 - **Disaster Recovery**
 - **Child Care for PCS**



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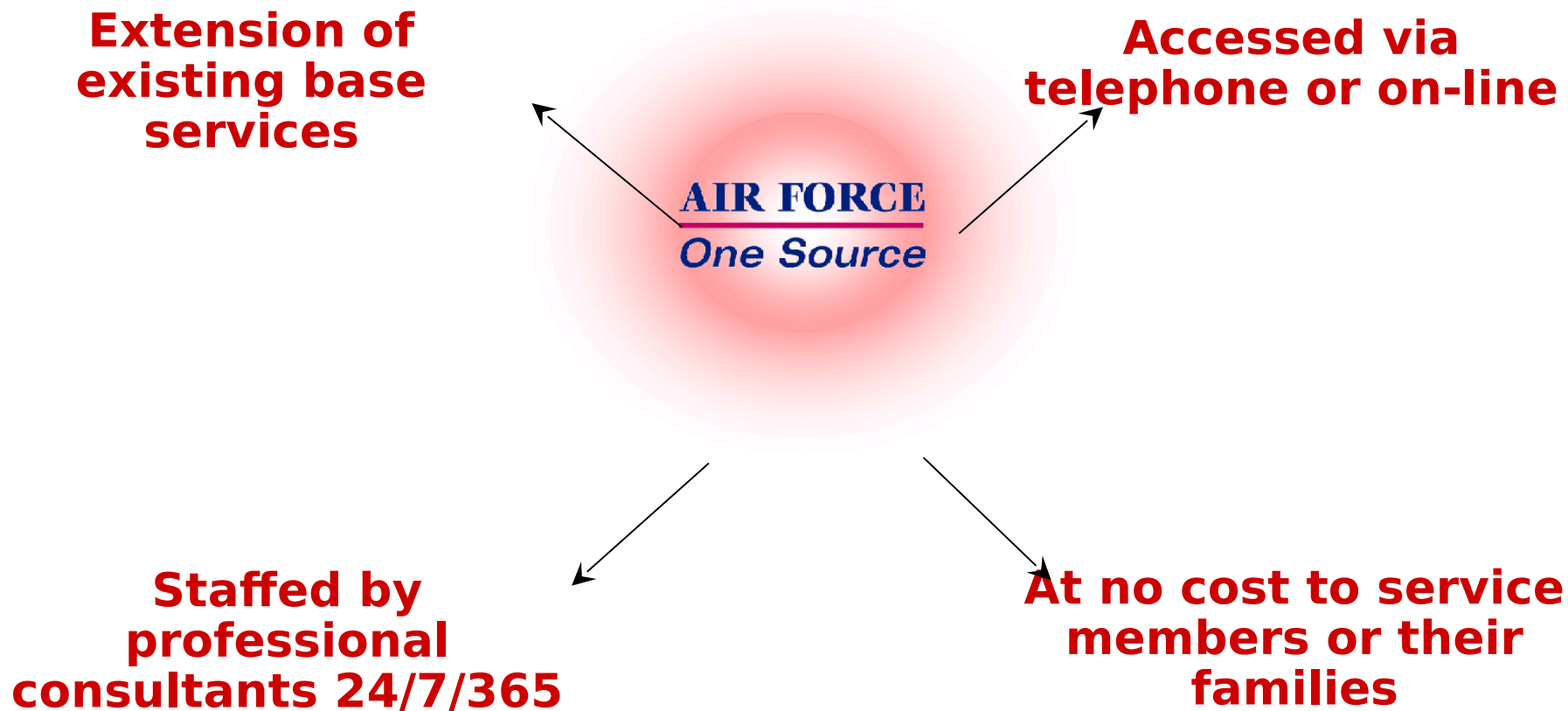
								
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What is it?



AFMC

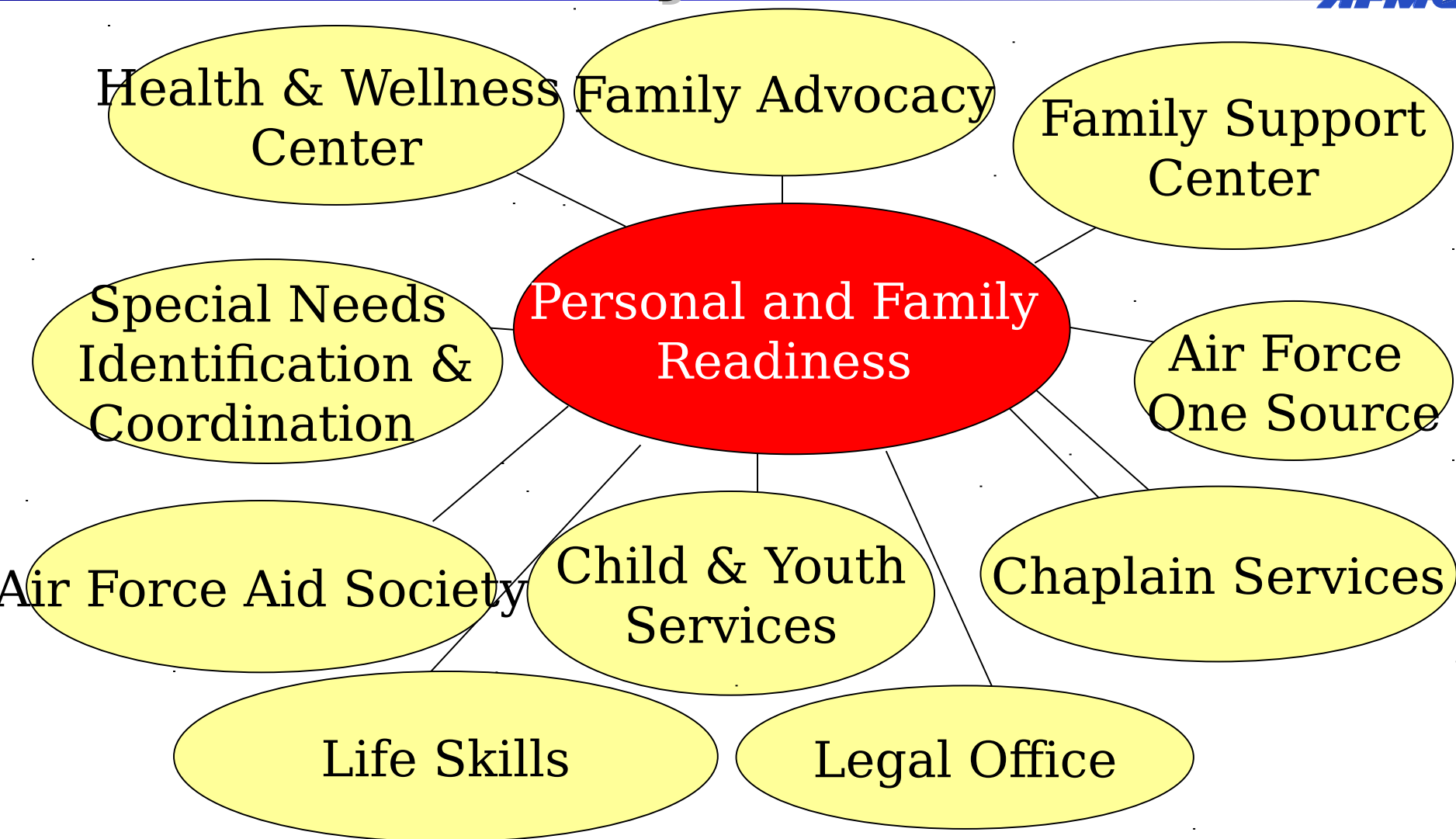




Improving Personal and Family Readiness



AFMC





One Source... “Another Resource”



AFMC

Who is an Air Force One Source customer?

Anyone needing support services after hours or on weekend

Individuals and families separated from installations

When you don't have time to get on base

AIR FORCE

One Source

When you prefer the convenience of a phone call, the internet, or an email



How the Service Works



AFMC

1



Phone
Call toll-free or collect

2




Consultants
One Source Consultants
answer phones live 24/7

3



Research
Our research staff will get the
information you need

4



Referral
Consultant may refer to other
agencies or resources

5



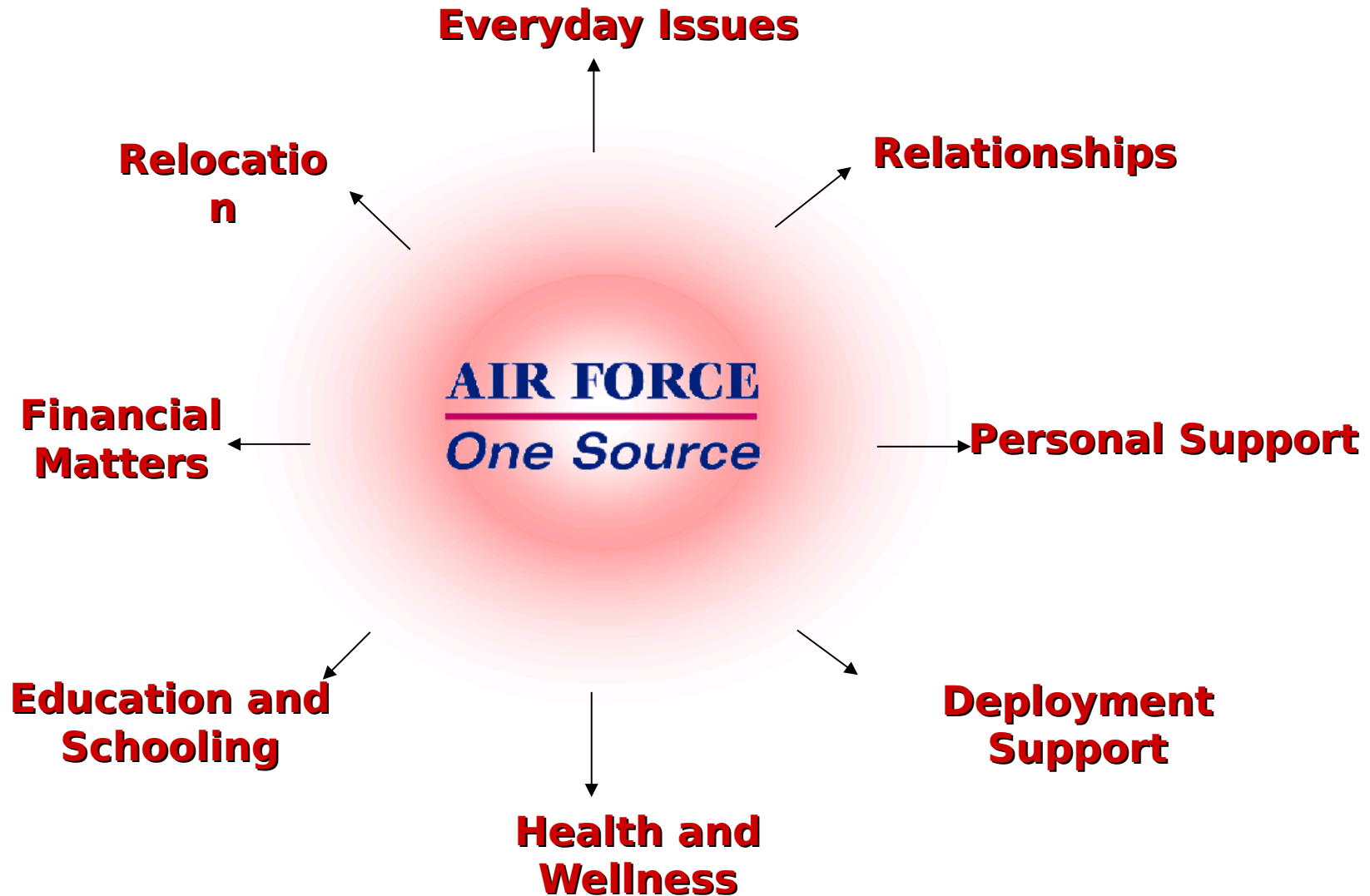
Follow-up
Within 7 days or as mutually
agreed by caller & consultant



Service Scope



AFMC

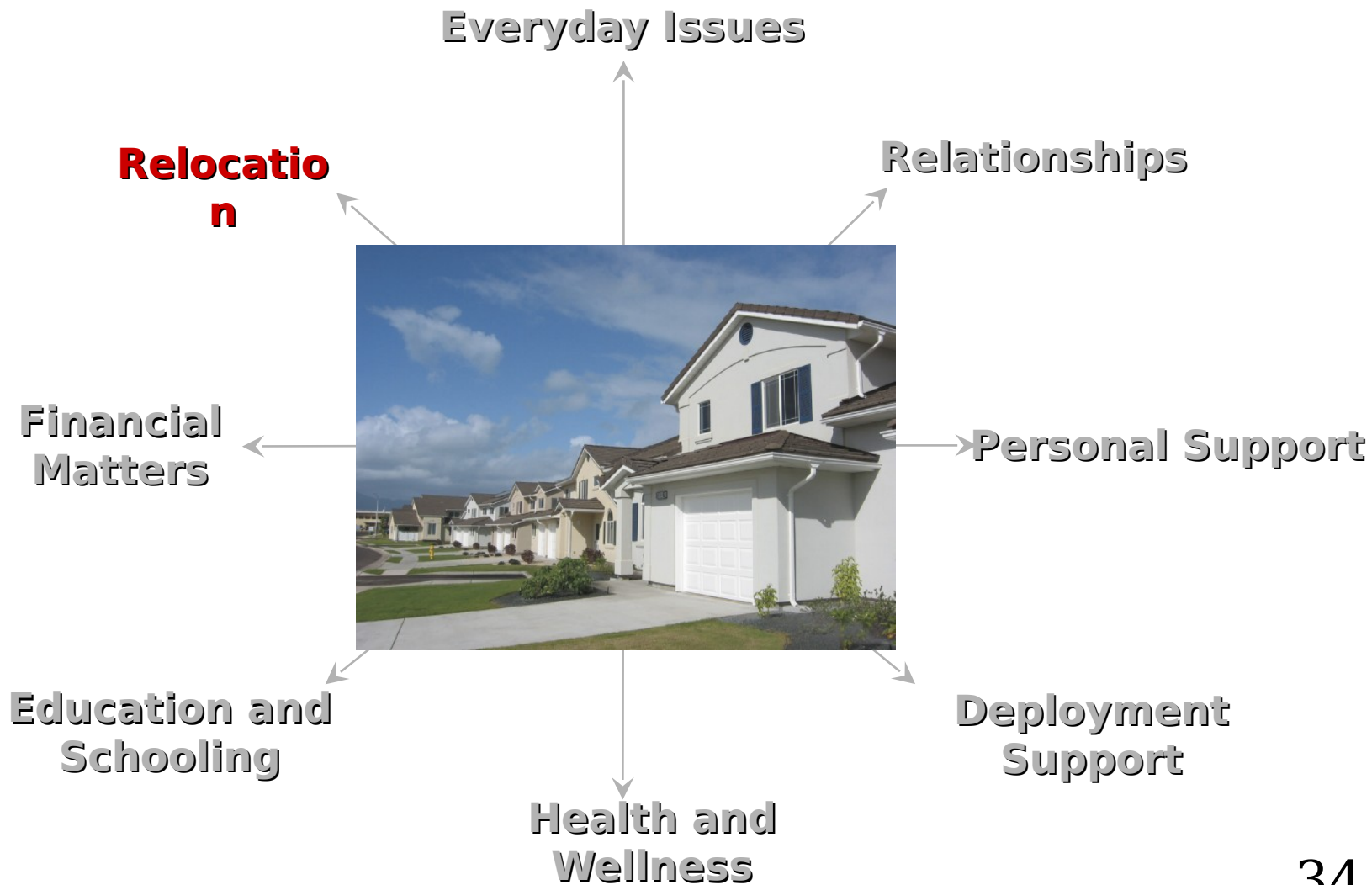




Service Scope



AFMC

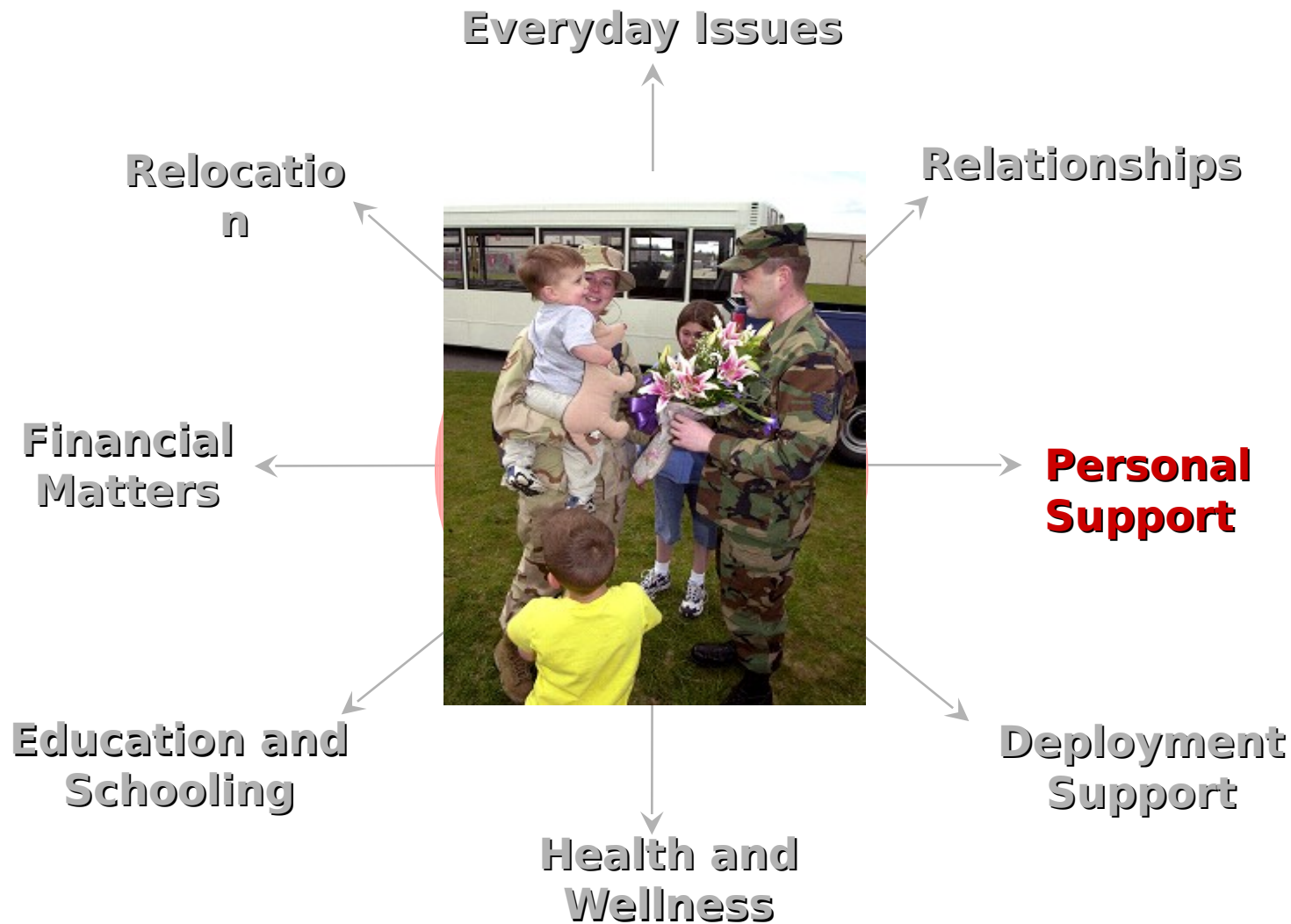




Service Scope



AFMC

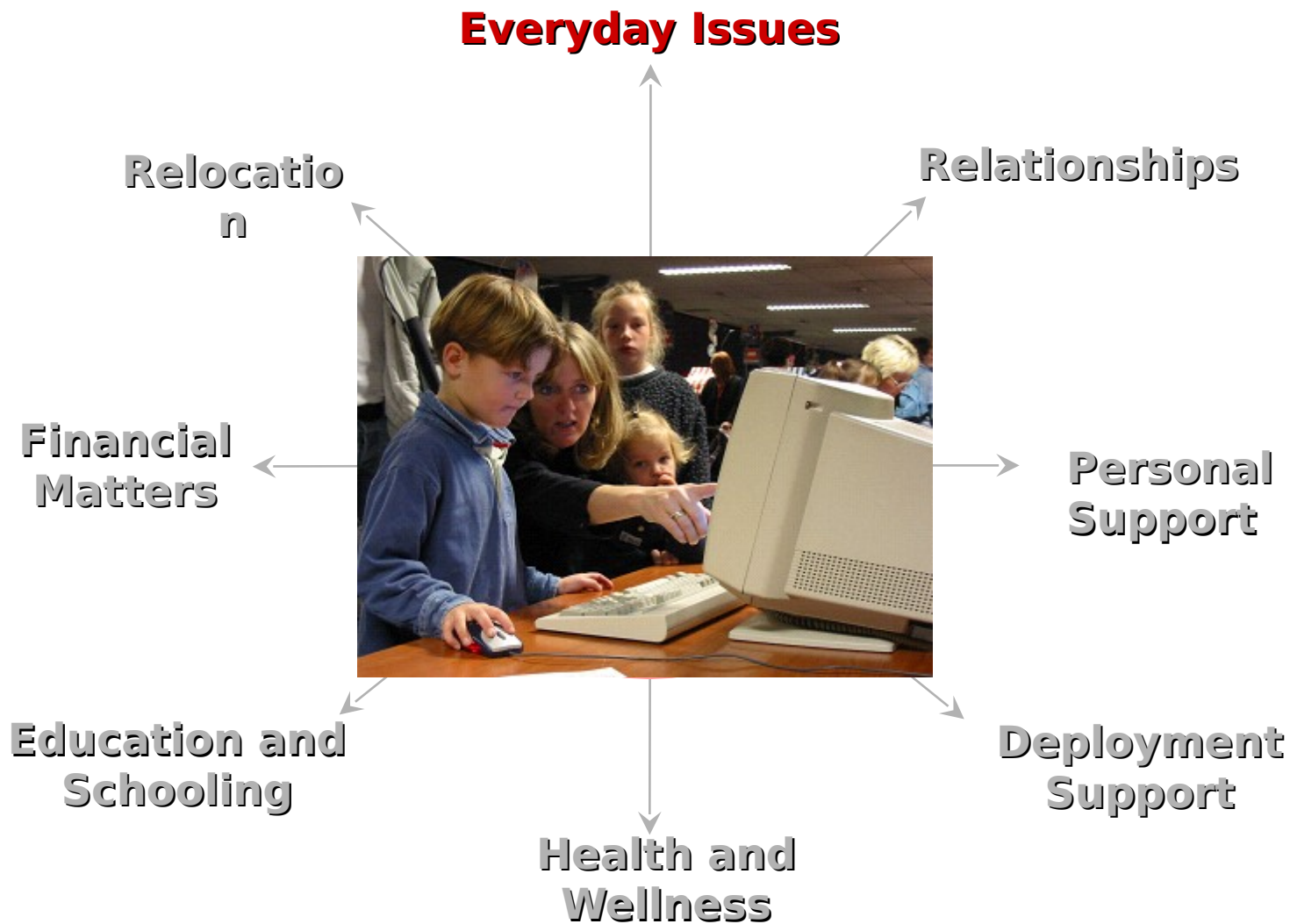




Service Scope



AFMCC



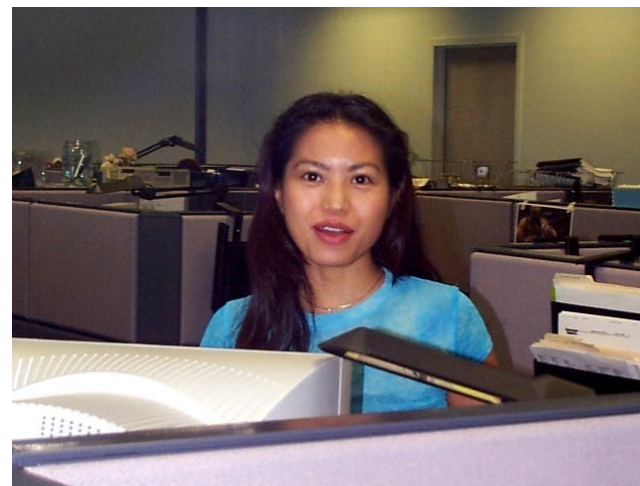


Level of Service



AFMCC

- **Professional consultants**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)**





Research Team



AFMC

Let One Source do the leg work for you

- **Dedicated research teams knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**



- **Customized research to answer all your questions**



Quality Commitment



AFMC

Committed to the highest quality experience

- Air Force members and eligible participants (spouse, other constituencies) call or request information online
- Phones answered **live** 24 x 7 x 365
- Follow-up within 7 days or as mutually agreed upon by
- **Assured quality with Customer Satisfaction Surveys**

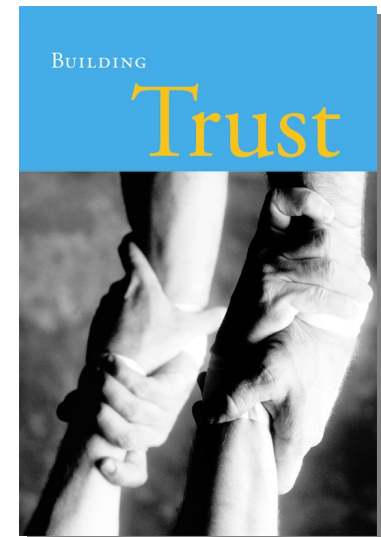
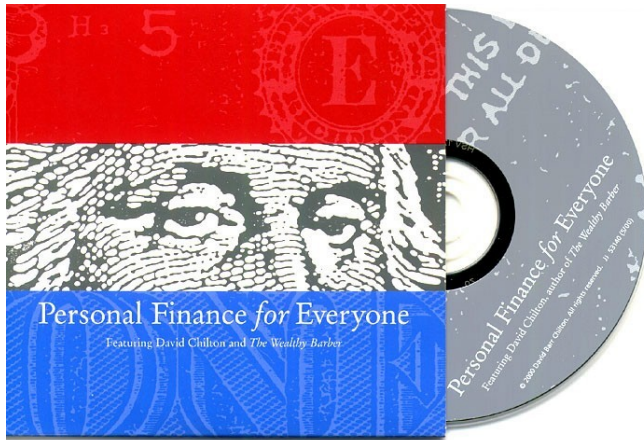




Educational Material



AFMC





Eligibility & Privacy



AFMC

● Eligibility

- **Active duty and family members**
- **Various service delivery staff**

● Privacy, Reporting and PRP

- **Air Force One Source may be used anonymously for some services**
- **Customers will receive a privacy statement**
- **Warm hand-offs are required**



Assistance Whenever Its Needed



AFMC

Someone will always be there to help

- When shopping for a new car
- When moving to a new town
- When a child won't sleep through the night
- When customers want more time to focus on life





A 24/7 Family Support Resource



AFMC

Contact by phone or online:

- **Online at**
<http://www.airforceonesource.com>

- **User ID: airforce**
- **Password: ready**



- From the United States
800-707-5784
- From outside the United States ONLY
800-707-57844 (please dial all 11 digits)
Or Call Collect
484-530-5913
- TTY/TDD
800-346-9188
- En Español
888-732-9020



Summary



AFMC



“Air Force Family”: A group of people working toward a common goal, with a mutual regard and concern for one another. This includes military members of all ranks - married or single - civilian employees of any grade, and members of their immediate families, along with our



AFMC



**FSCs are the link
between Family
and Mission
Readiness**



Questions?



AFMC

